

IMPORTANT NOTICE

REGARDING NON-EMERGENCY MEDICAL TRANSPORTATION

Beginning July 1, 2014, Audubon Area Community Services Inc. (AACS/GRITS) will provide brokerage services for all Non-Emergency Medical Transportation for Medicaid transportation eligible recipients living in ***Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Marshall, and McCracken*** Counties. Persons who are eligible for transportation services and the trips that are covered by the Non-Emergency Medical Transportation program are not changing.

PLEASE NOTE: Audubon Area Community Services Inc. (AACS/GRITS) DOES NOT PROVIDE EMERGENCY MEDICAL OR STRETCHER TRANSPORTATION. If you need emergency medical transportation, please call 911. If you need to travel on a stretcher to a non-emergency medical appointment, please call your local ambulance provider.

If you use Non-Emergency Medical Transportation on a regularly scheduled basis, you may call Audubon Area Community Services Inc. (AACS/GRITS) BEGINNING June 1, 2014 to schedule for trips beginning in July 2014.

HOW TO SCHEDULE NON-EMERGENCY MEDICAL TRANSPORTATION

- Call **AUDUBON AREA COMMUNITY SERVICES INC. (AACS/GRITS)** at **1-844-575-9676** immediately after scheduling your medical appointment to arrange your transportation. **McCracken County residents may call local at 1-270-575-9119. TTY number is 1-844-575-4590. Please remember that you must give 72-hour notice prior to the trip.**
- **Audubon Area Community Services Inc. (AACS/GRITS)** can be reached Monday – Friday – 8:00 a.m. – 4:30 p.m. and on Saturday - 8:00 a.m. – 1:00 p.m. Broker scheduling and business functions are closed New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. Urgent Care Transportation can be requested 24/7, including Holidays.
- Have your Medicaid card readily available to you as well as your medical appointment information (such as **Date of Appointment**, **Time of Appointment**, and **Medical Provider Name and Address**) when you call, so that you give the necessary information to your broker over the phone.
- Tell the broker about any special transportation needs you may have (such as a wheelchair lift or a car seat for your child). **Audubon Area Community Services Inc. (AACS/GRITS)** will schedule your transportation, advise you of the pick-up time for your appointment, and offer a trip confirmation number to you.
- If you cancel your medical appointment, please call **Audubon Area Community Services Inc. (AACS/GRITS)** at least 24 hours in advance prior to your scheduled trip to cancel transportation.

**PLEASE KEEP THIS NOTICE FOR FUTURE REFERENCE WHEN YOU NEED TO SCHEDULE
NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES.**

If you have questions about scheduling Non-Emergency Medical Transportation or have complaints about your transportation, call **Audubon Area Community Services Inc. (AACS/GRITS)** at 1-844-575-9676. If your complaint cannot be resolved by **Audubon Area Community Services Inc. (AACS/GRITS)**, please call the **Kentucky Transportation Cabinet, Human Service Transportation Delivery Branch, at 1-888-941-7433.** A Medicaid Specialist will be readily available to assist you.

